

Heads up: heavy traffic in garage May 20 - 22

The Theater District Parking garage is anticipating heavier than usual traffic volume Wednesday through Friday, May 20-22, as the result of a series of daytime events taking place at Wortham Center.

Houston Business Journal is hosting a series of breakfast and luncheon events that will put additional cars in the garage. Our staff will be using a computer system to monitor visitor parking totals and will employ additional personnel to improve traffic flow for those who are unfamiliar with the garage system.

In addition, City of Houston vehicles will be parked offsite during these three days to free up additional space.



In addition to being the underground entryway to performances Jones Hall, this area of the Theater District Parking complex has recently been fitted for wireless Internet access. So the next time you want to check messages before you get to your office or go into the theater, this is the wi-fi locale to do so.

Handy Links

- Theaterdistrictparking.org
- Houstontheaterdistrict.org
- Worthamcenter.org
- Joneshall.org
- Theaterdistrictoutdoors.org
- Houstontx.gov
- Houstonballet.org
- Houstongrandopera.org
- HoustonSymphony.org
- Alleytheatre.org
- Dacamera.com
- Spahouston.org
- Tuts.com
- Broadwayacrossamerica.com
- Thehobbycenter.org

Theater District Parking Policies and Procedures

- Contracts are month-to-month.
- Payments are due on the first of the month. There is a five-day grace period.
- The rate is \$145.00 per month. Monthly parking checks can be given to the booth cashier. Cash and credit card payments must be made at the parking office in the garage.
- Access cards must be used in sequence. Swipe the card coming in and going out. If gate arm is broken or in the “up” position, swipe card to keep it in sequence.
- If for any reason you do not have your card, pull a ticket and come by the parking office to get it validated. If a ticket is not validated at the office, the cashier will charge the daily rate.
- If you forget your card after 5 p.m. when events are taking place, you will have to pay the \$7 event rate.
- If you have a problem with your card when entering the garage, call us using the intercom button at the gate.
- Access cards can be used seven days a week, 24 hours a day.
- Notify us within the month if you will be cancelling your contract. You may cancel by fax (713-315-4827) or mailing notice to our office.
- You may park anywhere in the garage EXCEPT in handicapped or reserved spaces.
- The Theater District Parking Garage is owned by the City of Houston. The Municipal Courts "boot van" will be touring the garage in search of outstanding parking citations. For information regarding this program, contact the Municipal Courts parking division at 713-865-9314.
- There is a \$25 charge for lost cards.



Important Numbers:
City Management
Lannie Leshler - 713.236.5760
Reginald Randolph - 713.236.5760
FAX - 713.315.4862

Republic Parking:
Curt Jones - 713.236.5775
FAX - 713.315.4827
Initial Security:
Office - 713.236.5797

Time to review parking basics



A word from Mario Ariza

In all areas of human endeavor, fundamentals always apply. One must have a firm grasp of the basics to be successful in any pursuit.

Our team in the Theater District Parking complex strives to manage the garage in a manner that is consistent and carefully planned. We recognize that drama is the last thing access card holders want when they arrive, when they leave and all the hours in between.

You can help create a hassle-free environment by fully understanding garage policies and procedures. For your benefit, they are printed on the back page of this newsletter. Even if you have been one of our customers for years, you might be making a fundamental mistake. For instance, if you leave your access card in another vehicle, you don't have to fetch your wallet. Simply pull a ticket and go the parking office to get it validated.

It's our experience that most access card holders understand the rules. We find that sometimes individuals who are part of a bulk parking contract are a little less plugged in to the do's and don'ts. This is because when a company obtains and distributes access cards as a perk, those employees tend to interface with us a lot less than those who have an individual contract.

So, if it has been a while since you've reviewed garage procedures, this would be a good time to take a refresher course. It begins on page 4.

Mario Ariza is deputy director for the Theater District Division of the City of Houston Convention & Entertainment Facilities Department. He can be contacted at mario.ariza@cityofhouston.net.

ACCESS granted

New security team now on patrol

The Wackenhut Corporation, the No. 1 provider of security services in the country with more than 35,000 employees, is the new provider of security personnel in the Theater District Parking operation.

Wackenhut succeeded Allied-Barton Security on March 1.

Wackenhut has a staff of about 30 on hand to provide security in and around the massive garage complex. All of the services previously provided to access card holders, including escorts to vehicles, will continue as before.

“Survey after survey tell us that security, along with lighting, is a paramount issue for our



customers,” said Lannie Leshler, manager of Theater District Parking. “We think our customers are seeing a marked increase in visibility of Wackenhut personnel throughout the garage.

“Wackenhut requires additional training of its personnel and we think the difference is noticeable on a daily basis,” Leshler added.

For an escort to your vehicle or to report any suspicious activity, please call the security office at 713/236-5797.

Because the garage is municipal facility, operated by the City of Houston Convention & Entertainment Facilities Department, the five-year contract with Wackenhut had to be approved by Houston City Council.

Flood testing time upon us

Hurricane season is still a few months away, but this is the time of year when we test the systems and the equipment we have in place.

Various barriers are designed to (1) keep street flooding from entering the garage and (2) prevent the spread of water from one area of the garage to another.

Crews can install the entire flood mitigation package in about two hours. We typically do these rollouts between the morning and afternoon rush hours. Please be patient if your entry into the garage is delayed by a test deployment. In such an event, you will be directed to other entrances.



This yellow flood door, located behind the parking and security offices, can be swung into position to prevent water from flowing from one area of the garage to another.

Because of our proximity to the bayou, we are always watching water levels. You can too at <http://cohapp.cityofhouston.gov/cefwebcam/BufaloBayou.html>.

What's Happening In the Theater District

May/June/July

May

Alley Theatre

Rock 'n Roll, May 1-24 (excluding Mondays)

Broadway Across America

Fiddler on the Roof, Hobby Center, May 26-31

Houston Ballet

Of an Era, Wortham Center, May 28, 30-31

Houston Symphony

Dancing with the Symphony, Jones Hall, May 22-24

Theatre Under the Stars

Happy Days, Hobby Center, May 12-17, 19-24

Other Events

Masquerade Theater's Evita, Hobby Center, May 22-24, 29-31

Indigo Girls, Verizon Wireless Theater, May 22

**Fort Bend Dance's Spring Dance Concert,
Wortham Center, May 24**

Jerry Seinfeld, Jones Hall, May 29

Frank Caliendo, Verizon Wireless Theater, May 30

Dance Zone Show, Wortham Center, May 31

June

Alley Theatre

The Farnsworth Invention, June 5-28 (excluding Mondays)

Broadway Across America

Fiddler on the Roof, Hobby Center, June 2-7

Houston Ballet

Of An Era, Wortham Center, June 5-7

Swan Lake, Wortham Center, June 11, 13, 14, 19, 20, 21

Theatre Under The Stars

Cabaret, Hobby Center, June 16-28 (excluding Mondays)

Other Events

Bryan Adams, Wortham Center, June 1

**Theater Mogul's Defending the Caveman,
Hobby Center, June 2-7, 9-14**

Dance/USA's Power of Movement, Wortham Center, June 5

**Buffalo Bayou Partnership's KBR Kids Day,
Sabine Promenade, June 6**

**Progressive Forum Presents Nancy Pelosi,
Wortham Center, June 12**

Bayou City Perf. Arts' La Peria!, Jones Hall, June 13

June

Other Events cont.

**Houston Bar Assn's Night Court 2009,
Wortham Center, June 10-13**

David Byrne, Jones Hall, June 15

Dad's Day Fun Run, Fish Plaza, June 20

**Indo-American Assn's Pandit Jasraj in Dhyanam,
Wortham Center, June 20**

July

Broadway Across America

**Phantom of the Opera, Hobby Center, July 8-31
(excluding Mondays)**

Gilbert & Sullivan

Pirates of Penzance, Wortham Center, July 17-19, 24-26

Houston Symphony

Music of Star Trek and Sci-Fi, Jones Hall, July 9

Gamer MusiCON, Jones Hall, July 18

The Blue Planet Live, Jones Hall, July 24

The Music of ABBA, Jones Hall, July 25

Society for the Performing Arts

Dora the Explorer, Wortham Center, July 12

Other Events

**Everybody's Man and Everybody's Woman,
Wortham Center, July 11**

Boney James, Verizon Wireless Theater, July 11

Rise Against, Verizon Wireless Theater, July 18

Mariachi Vargas, Wortham Center, July 18

**Indio-American Assn's Kailash Kher,
Wortham Center, July 25**

**Masquerade Theatre's The Producers,
Hobby Center, July 24-26, 31**

Visit www.houstontheaterdistrict.org
for information on these and other events.

You've Asked Us?

Q. Can I use my access card at Entrance 3 at the corner of Walker and Bagby?

A. The short answer is no. The garage that serves employees and visitors at the City Hall Annex is officially part of the Theater District Parking system, but in name only. Entrance 3 (see map on page 4) is administered by another city department and does not recognize your access card. Moreover, it is not connected to the rest of the garage system below street level (although it is connected by a pedestrian tunnel).

Access card holders have 24/7 privileges at all other seven entrances to the remainder of the garage complex.

Q. I am attending a theater event on Saturday night. I want to leave my car overnight and pick it up Sunday at mid-morning. What is the fee?

A. If you are an access card holder, there is no fee. You enjoy around-the-clock parking privileges. But for those who don't have their card with them or are not card holders, the \$7 event rate you paid the night before ends at 6 a.m. the following morning. After that, you must pay the additional hourly rate schedule, which ranges from \$3 to a max of \$9.

Q. Is there any way to treat stairwells and other areas prone to slipperiness?

A. Our staff works to paint stairwell landings and other areas affected by rain and condensation. We add extra non-slip grit to the paint to increase the grip on the floor. Please contact the parking office at 713/236-5775 if you notice areas that may have eluded our attention.

Q. Lots C and H are both convenient to my job. Do you sell monthly contracts for them?

A. Yes. We use a hang-tag system at both lots, which are located just across the bayou on Rusk. The rate is \$48 per month. Hang tags can be purchased in the parking office.

Q. Is it my imagination or does the garage seem darker during the winter?

A. The cooler weather tends to inhibit the wattage emitted from light bulbs.

Q. When are contract payments due?

A. Payments are due by the fifth of the month. Delinquent accounts are subject to deactivation on the sixth of the month.

WRITE US, PLEASE

Like what you see? Have a complaint?

**Either way, tell us about it. Write to us at:
parkinginfo@theaterdistrictparking.org**

WANT IT IN E-MAIL?

**Would you prefer to have Access
Granted emailed to you in a PDF
format? Send a message to
parkinginfo@cityofhouston.net.**

Faces in the Garage



Girma Hailu

When you've worked in the garage as long as Girma Hailu – 14 years – you learn to do a little bit of everything. Technically, Girma's title is system administrator, but he also answers most of your intercom calls, assists customers in the office and even repairs equipment. Some of the guys call him "The Sheriff" because he keeps everybody in line. But don't let the nickname fool you – he's a friendly fellow. Stop by the parking office and say hello to Girma.

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